



CITY OF WILMINGTON
NORTH CAROLINA
P O Box 1810
28402-1810

FINANCE DEPARTMENT
BILLING & COLLECTIONS DIVISION
305 CHESTNUT STREET
Phone (910) 341-7806 FAX (910) 341-4673
Dial 711 TTY/Voice

APPLICATION FOR UTILITY SERVICES
(PLEASE PRINT)

Effective Date _____
(MOVE IN / LEASE / PURCHASE DATE)

Service Address _____

Use of Property: Residential ____ Business ____

Property Owner(s) _____

Phone _____

RESIDENTIAL INFORMATION:

Primary Resident Name _____

SPOUSE / ROOMMATE(s) / SSN _____

Social Security # _____

NC Driver's License # _____

Date of Birth _____

Home Phone _____

Cell Number _____

Work Phone _____

Mailing Address _____

E-mail Address _____

Employer's Name _____

BUSINESS INFORMATION:

Ownership Type:
____Sole Proprietor ____Partnership ____Corporation ____Other

Business Owner(s) _____

Business Name _____

Business Tax ID # _____

Owner NC DL # _____

Office Phone _____

Alternate Phone _____

Mailing Address _____

Business Type _____

Business License: Y N License # _____

Prior Residence

Last Previous Address _____ From _____ To _____
City, State, Zip _____

PERSONAL / EMERGENCY CONTACT (NOT LIVING WITH YOU)

Relation

Phone

Address _____
STREET CITY, STATE, ZIP

OFFICE USE ONLY

SERVICES

FEES

ENTRY DATE _____ W ____ R ____ DEPOSIT _____ ADV _____

CONNECTION DATE _____ S ____ D ____ SVC _____ ARREARS _____

ACCOUNT # _____ ROUTE # _____ CYCLE # _____ CART SIZE: S L RECYCLE: Y N

The above information is correct to the best of my knowledge. I understand that my agent or I must be present when the representative from the City of Wilmington activates the water service at my residence or business. I have read the billing procedures and policies listed on the back of this document. I understand that services may be discontinued because of delinquent payment and that any outstanding balance may be submitted to the courts for collection in accordance with City Code. I understand that I am to notify the City of an address change.

Applicant Signature _____

Date _____

Staff Review _____

Date _____

BILLING PROCEDURES AND POLICIES FOR WATER AND SEWER SERVICES

The City of Wilmington appreciates your business as a water and sewer customer and will make every effort to give satisfactory service. The City of Wilmington operates its water and sewer services on a self-supporting basis without tax support. In order to keep rates as low as possible for all customers, certain rules and procedures have been developed which will be applied uniformly. Please review our policies and retain this copy for your future reference.

NEW CUSTOMERS All applicants for utility services must provide valid identification in the form of a pictured driver's license or official identification card and a tax identification number. A home telephone number is also required. Applicants who will be renting may be required to provide a copy of their lease verifying the date they took possession of the property.

All customers are required to pay a service fee and advance billing. All businesses are also required to pay a deposit based upon the anticipated bimonthly billing. These charges must be paid before water service will be provided.

Water connections not requiring a meter set will be done the same day for customers who apply before 11:30 a.m. Someone must be at the property when the water is turned on.

BILLING AND COLLECTION PROCEDURES

The City of Wilmington does not give extensions on utility bills. All bills must be paid in full by the specified due date. For all payments not received by 5:00 p.m. on the due date, the water service will be disconnected and any applicable service charge will be added to the account.

Should your water service be disconnected for non-payment, the full amount of the bill, plus any applicable service charges must be paid in the form of cash, bank check or money order before services will be reinstated. Generally, anyone who pays before 12:00 p.m. may have their water service reinstated the same day. However, some circumstances may warrant the use of a special service crew and will therefore be scheduled for reconnection on the following work day. It is required that the customer be present any time water service is being connected.

WARNING

TAMPERING WITH THE WATER METER IS A CRIME!

Water meters are the property of the City of Wilmington and only utility employees are authorized to turn them on and off. There is a service charge for illegal connections or tampering by the public. For damage or destruction to locks on meters, offenders will be billed the cost of the device and are subject to criminal charges.

As set forth in Criminal Law 14-151.1, it shall be unlawful for any unauthorized person to alter, tamper with or bypass a meter which has been installed for the purpose of measuring the use of water or knowingly to use water by bypassing a meter provided by the City of Wilmington for the purpose of metering, measuring and registering the quantity of water consumed.

It is unlawful for any unauthorized person to reconnect water connections or otherwise turn back on water services when they have been lawfully disconnected or turned off by the City of Wilmington.

Any person violating Criminal Law 14-151.1 shall be guilty of a Class 1 misdemeanor. Whoever is found in a civil action to have violated any provision of this law as related to City of Wilmington water services, shall be liable to the City of Wilmington for triple the amount of losses and damages sustained or five hundred (\$500.00), whichever is greater.

TERMINATION OF SERVICE When customers no longer require City services, it is their responsibility to contact the Utility Billing Office to request termination of their services. Customers failing to request termination of service will be responsible for any billings that accumulate until such time that termination occurs.

RETURNED CHECK AND ELECTRONIC PAYMENT POLICY

As set forth in Section 2.2 of the City of Wilmington Code of Ordinances, any check returned to the City of Wilmington by a bank or other financial institution will warrant a fine to the account on which the check was applied. In order to redeem these checks it will be necessary to pay the amount of the checks plus the penalty to a cashier in our Collection Office. If the check(s) is not redeemed within 48 hours by cash, bank check or money order, water services will be disconnected until such time that the debt is settled.

Should water service be disconnected, the same procedure for reconnection will apply as for new customers and non-payment disconnections. Payments by check will no longer be accepted from any person or business having a payment history of two (2) returned checks within a twelve (12) month period. Any check received after these circumstances have occurred will be returned to the person or business that submitted it. Payment must be in the form of cash, bank check or money order. This policy shall also apply to any electronic payments not honored by a bank or other financial institution.

Correspondence / Inquiries

City of Wilmington
Billing & Collections Division
PO Box 1810
Wilmington, NC 28402-1810
(910) 341-7806

Payments

City of Wilmington
Collections Division
PO Box 9001
Wilmington, NC 28402-9001
(910) 341-7806

Website

Visit our website at
www.wilmingtonnc.gov